Claims

- [c1] 1. A method for routing a communication connection request comprising the steps of:
 in response to a communication connection request, obtain context information from a communication connection requestor;
 using said context information to determine a communication connection action; and connection said communication connection requestor based upon said connection action.
- [c2] 2. The method of claim 1 further comprising the step of determining a confidence factor for the connection action.
- [c3] 3. The method of claim 2 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.
- [c4] 4. The method of claim 2 further comprising the step of validating said connection action with a caller for connections not exceeding a confidence factor threshold.
- [c5] 5. The method of claim 1 wherein the step of determining a connection action is done with a rules engine.

- [c6] 6. The method of claim 1 further comprising the step of providing an indication of an associated action.
- [c7] 7. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having data transmission.
- [08] 8. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a notification.
- [09] 9. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a workflow initiation.
- [c10] 10. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of having a logging action.
- [C11] 11. The method of claim 6 wherein said step of providing an indication of an associated action further includes the step of directing said associated action to at least one additional connection.
- [c12] 12. A method for providing a communication connection for a user comprising the steps of:
 obtaining context information for said user;
 using said context information to determine a communi-

- cation connection action; and connection said user based upon said connection action.
- [c13] 13. The method of claim 12 further comprising the step of determining a confidence factor for the connection action.
- [c14] 14. The method of claim 13 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.
- [c15] 15. The method of claim 13 further comprising the step of validating said connection action with a user for connections not exceeding a confidence factor threshold.
- [c16] 16. The method of claim 12 wherein the step of determining a connection action is done with a rules engine.
- [c17] 17. A method of routing a caller"s call comprising the steps of:
 obtaining context information for said caller;
 using said context information to determine a communication connection action; and connecting said caller based upon said connection action.
- [c18] 18. The method of claim 17 further comprising the step of determining a confidence factor for the connection

action.

- [c19] 19. The method of claim 18 further comprising the step of performing said connection in response to exceeding a confidence factor threshold.
- [c20] 20. The method of claim 18 further comprising the step of validating said connection action said caller for connections not exceeding a confidence factor threshold.
- [c21] 21. The method of claim 17 wherein the step of determining a connection action is done with a rules engine.
- [c22] 22. The method of claim 17 further comprising the step of using context information for a called party to assist in determining said communication connection action.
- [c23] 23. The method of claim 17 further comprising the step of using a caller"s calendar to assist in determining said communication connection action.
- [c24] 24. The method of claim 17 further comprising the step of authenticating the caller before determining said communication connection action.
- [c25] 25. The method of claim 17 further comprising the step of requiring a single action by a caller for determining said communication connection action.

- [c26] 26. The method of claim 24 further comprising the step of using biometrics to authenticate said caller.
- [c27] 27. A method of determining a communication connection for a caller comprising the steps of:
 obtaining context information for said caller;
 using said context information to determine a communication connection action; and
 connecting said caller based upon said connection action.
- [c28] 28. A service for determining a communication connection for a caller comprising the method steps of: obtaining context information for said caller; using said context information to determine a communication connection action; and connecting said caller based upon said connection action.
- [c29] 29. An apparatus for use in a computer services environment, said apparatus comprising:
 at least one processor operative to route a caller"s call based upon context information for said caller, and using said context information to determine a communication connection action for connecting said caller.
- [c30] 30. The apparatus of claim 29 further comprising a rules

engine for determining a communication connection action.